

CONTRACTOR-PROVIDED LETTER
REQUESTING PAST PERFORMANCE EVALUATION
HSCCESS-09-Q-00001

DATE:

Company Name/Address:

FAX:

PHONE:

SUBJECT: Past Performance of

Contract No.

Mr./Ms.

recently completed the above contract, which we provided _____ for your agency. The requirements of this contract were similar to the requirements of a solicitation for which my company has submitted a quote to the U.S. Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE).

As part of the quote evaluation, I ask that you evaluate our performance under the subject contract by completing the attached questionnaire form and emailing to **timothy.g.smith@dhs.gov** or faxing directly to DHS, Attn: Tim Smith, Contract Specialist at (202) 732-7201 by **3:00pm local time on May 14, 2009**. The completed form will be marked and treated as "Source Selection Information" in accordance with Federal Acquisition Regulation 3.104, Procurement Integrity, and it will not be released except to Government personnel needing the information for source selection purposes and to your agency for comments during the source selection process.

Your cooperation and expeditious attention in this matter is greatly appreciated.

Sincerely

Name:

Title:

Company:

Name of Quoted Contractor: _____

Contract No.: _____

Name of Rater: _____

Phone No.: _____

Contract Type: _____

Place of Performance: _____

Performance Period: _____

Contract Dollar Amount: _____

1. Performance Grades:

Exceptional - Contractor's performance significantly exceeded most or all contract requirements. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the Contractor were highly effective.

Very Good - Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the Contractor were effective.

Satisfactory - Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the Contractor appear or were satisfactory.

Marginal - Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the Contractor has not yet identified corrective actions. The Contractor's proposed actions appear only marginally effective or were not fully implemented.

Unsatisfactory - Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains serious problems(s) for which the Contractor's corrective actions appear or were ineffective.

Please circle each of the areas below of the contractor's past performance based on the comments provided by the customer.

2. Customer Satisfaction Commitment: To what degree was the Contractor considered responsive to and cooperative with customer personnel?

Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
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3. Quality of Service: This area of the questionnaire deals with compliance of contract requirements, to include appropriateness of personnel and technical excellence.

3.a Overall compliance with contract terms and conditions:

Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
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3.b Effectiveness and reliability of Contractor's Key Personnel.

Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
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3.c Adequacy of maintaining and controlling Government equipment.

Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
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4. Timeliness of Performance: This is the area that deals with the contractor's ability to meet milestones and delivery schedule, to include responsiveness to technical direction, completion of efforts on time including wrap-up and contract administration.

4.a Overall performance in planning, schedule, and monitoring.

Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
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4.b Completion of major milestones on schedule:

Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
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4.c Responsiveness to contract changes from a contract administration perspective.

Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
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4.d Responsiveness to changes in technical direction.

Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
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4.e Timely completion of efforts within period of performance.

Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
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4.f Responsiveness/capability to respond to urgent/short term requirements.

Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
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4.g Efficiency in meeting cost targets without experiencing overruns.

Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
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4.h Ability to control costs through use of evolving technology and Commercial Off-The-Shelf technology, and such efficiency are share with the Government.

Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
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4.i Effectively assess impacts of changes on other associated projects, task and efforts.

Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
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4.j Appropriately choose effective subcontractors and teaming partners and maintain good business relationships.

Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
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4.k Ability to solve contract performance problems without extensive guidance from Government personnel.

Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
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4.l Effectiveness in interfacing with Government personnel.

Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
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4.m Has the Contractor ever been given a cure notice, a show cause notice, suspension of progress payments, or other letters directing the correction of a performance problem?

Yes _____ No _____

If yes, please explain:

4.n Changes in contract dollars value throughout the life of the contract are/were attributable, for the most part, to () Government-issued change orders () claims submitted by the Contractor () other Government actions () other contractor actions.

Please explain:

4.o Based on this Contractor's overall performance, would you award this Contractor another Government contract? Yes _____ No _____

If no, please explain: